

Communicate With Service

Turn **telephone** transactions into **powerful relationships**

For telephone-based professionals, learn to quickly build rapport with your listener. With continuous vocal exercises and group feedback, add power to every call and deliver results.

Featuring:

- Individual **digital audio recorders** for each participant
- Peer coaching and **group feedback**
- The **“Big Six”** Behavioral Skills
- Organize your thoughts to develop a **focused message** on the fly
- Learn the **power of the voice** in non-visual communications
- Turn any call into an opportunity to **serve and sell**
- **How the customer can always be right**, and you don't have to lose
- **Boost customer satisfaction** with tone, projection and smile
- **Think on your feet** to handle difficult situations
- 3x3 feedback system for **continuous improvement**



“This program made me aware of habits which made me appear less confident or knowledgeable about my product.”

98% SAY IT WILL “INCREASE THEIR EFFECTIVENESS OVER THE PHONE.”

“WILL SAVE TIME AND DOUBLE MY IMPACT.”

Decker
COMMUNICATIONS

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